

UTILITY PATENT APPLICATION TRANSMITTAL (Only for new non-provisional applications under 37 CFR 1.53(b))	<i>Title of Invention</i>	Method and System for Delivery of Individualized Training to Call Center Agents
	<i>Named Inventor(s)</i>	John C. C. McIlwaine and Matthew G. A. McConnell
	<i>Attorney Docket</i>	07117.105018
	<i>Express Mail Label No.</i>	EV 242852490 US
APPLICATION ELEMENTS		Commissioner for Patents ADDRESS TO: Mail Stop Patent Application P. O. Box 1450 Alexandria, VA 22313-1450
<p>1. <input checked="" type="checkbox"/> Fee Transmittal Form (Submit an original, and a duplicate for fee processing)</p> <p>2. <input checked="" type="checkbox"/> Applicant claims small entity status. See 37 CFR 1.27.</p> <p>3. <input checked="" type="checkbox"/> Specification, Claims, and Abstract Total Pages 29</p> <p>4. <input checked="" type="checkbox"/> Drawings Total Sheets 6</p> <p>5. Oath or Declaration Total Pages 2 a. <input checked="" type="checkbox"/> Newly executed (original or copy) b. <input type="checkbox"/> Copy from prior application (37 CFR 1.63(d)) (for continuation/divisional with Box 17 completed) (i) <input type="checkbox"/> DELETION OF INVENTOR(S) Signed statement attached deleting inventor(s) named in the prior application, see 37 CFR 1.63(d)(2) and 1.33(b).</p> <p>6. <input type="checkbox"/> Application Data Sheet. See 37 CFR 1.76.</p> <p>7. <input type="checkbox"/> CD-ROM or CD-R in duplicate, large table or Computer Program (Appendix)</p> <p>8. Nucleotide and/or Amino Acid Sequence Submission (if applicable, all necessary) a. <input type="checkbox"/> Computer Readable Form (CRF) b. Specification Sequence Listing on: i. <input type="checkbox"/> CD-ROM or CD-R (2 copies); or ii. <input type="checkbox"/> paper c. <input type="checkbox"/> Statement verifying identity of above copies</p>		ACCOMPANYING APPLICATION PARTS <p>9. <input type="checkbox"/> Assignment Papers (cover sheet & document(s))</p> <p>10. <input type="checkbox"/> 37 CFR 3.73(b) Statement (when there is an assignee) <input type="checkbox"/> Power of Attorney by assignee</p> <p>11. <input type="checkbox"/> English Translation Document (if applicable)</p> <p>12. <input type="checkbox"/> Information Disclosure Statement (IDS) PTO-1449 <input type="checkbox"/> Copies of IDS Citations</p> <p>13. <input checked="" type="checkbox"/> Preliminary Amendment</p> <p>14. <input checked="" type="checkbox"/> Return Receipt Postcard (MPEP 503) (Should be specifically itemized)</p> <p>15. <input type="checkbox"/> Certified Copy of Priority Document(s)</p> <p>16. <input checked="" type="checkbox"/> Assignee: <u>Knowlagent, Inc.</u> <u>3157 Royal Drive, Suite 100</u> <u>Alpharetta, Georgia 30022</u></p> <p>19. <input type="checkbox"/> Other: _____</p>
<p>17. If a CONTINUING APPLICATION, check appropriate box and supply the requisite information: <input checked="" type="checkbox"/> Continuation <input type="checkbox"/> Divisional <input type="checkbox"/> Continuation-in-part (CIP) of prior application No: 10/198,019 Prior application information: Examiner: Benny Quoc Tieu Group/Art Unit: 2642</p> <p>For CONTINUATION OR DIVISIONAL APPS only: The entire disclosure of the prior application, from which a copy of the oath or declaration is supplied under Box 5b, is considered as being part of the disclosure of the accompanying continuation or divisional application and is hereby incorporated by reference. The incorporation can only be relied upon when a portion has been inadvertently omitted from the submitted application parts.</p>		
<p>18. CORRESPONDENCE ADDRESS:</p> <p>Robert T. Neufeld, Esq. KING & SPALDING LLP 45th Floor 191 Peachtree Street, N.E. Atlanta, Georgia 30303</p> <p>By: <u>[Signature]</u> Reg. No. <u>48,394</u> Date: <u>February 24, 2004</u> Telephone: 404.572.4600 Facsimile: 404.572.5145 Customer No. 20786</p>		

FEE TRANSMITTALAttorney Docket No. **07117.105018 US**
Express Mail Label No. **EV 242852490 US**

This sheet accompanies a patent application transmittal for the following application:

Inventor(s): **John C. C. McIlwaine and Matthew G. A. McConnell**
Filing Date: **February 24, 2004**
Title: **Method and System for Delivery of Individualized Training to Call Center Agents**

The filing fee is calculated as shown below:

1. FILING FEE:

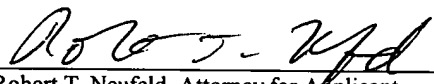
FOR:	SMALL ENTITY		LARGE ENTITY	
	FEE	FEE PAID	FEE	FEE PAID
<input checked="" type="checkbox"/> UTILITY FILING FEE	\$385	385.00	\$770	
<input type="checkbox"/> DESIGN FILING FEE	\$170		\$340	
<input type="checkbox"/> PLANT FILING FEE	\$265		\$530	
<input type="checkbox"/> REISSUE FILING FEE	\$385		\$770	
<input type="checkbox"/> PROVISIONAL FILING FEE	\$80		\$160	
SUBTOTAL (1)		\$385.00		\$xxx

2. CLAIMS:

SMALL ENTITY				LARGE ENTITY		
FOR:	NO. FILED	NO. EXTRA	RATE	FEE	RATE	FEE
TOTAL CLAIMS	23 - 20 =	3	3 x 9 =	27.00	x 18 =	
INDEP. CLAIMS	2 - 3 =	0	x 43 =		x 86 =	
<input type="checkbox"/> MULTIPLE DEPENDENT CLAIM PRESENTED			+145 =		+290 =	
SUBTOTAL (2)				\$27.00		\$xxx

3. ADDITIONAL FEES:

FOR:	SMALL ENTITY		LARGE ENTITY	
	FEE	FEE PAID	FEE	FEE PAID
<input type="checkbox"/> LATE FILING, FEE OR OATH	\$65		\$130	
<input type="checkbox"/> NON-ENGLISH SPECIFICATION	\$130		\$130	
<input type="checkbox"/> OTHER				
SUBTOTAL (3)		\$xxx		\$xxx

TOTAL FILING FEES: \$412.00A check is enclosed for the total amount: **\$412.00**☒ Charge any additional fees required under 37 C.F.R. 1.16 or 1.17 to Deposit Account 11-0980.KING & SPALDING LLP
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Robert T. Neufeld, Attorney for Applicant
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Date: February 24, 2004